

ANDREW J. LANGE

215 Waters Mill Trail

Alpharetta, GA 30022

770-442-3323

andrew.lange@mail.sprint.com

FCC

Washington, D. C.

Dear FCC,

This letter is to inform you of my strong support for the Ultratec CapTel Telephone. I have been using this phone for approximately two months now and I must tell you, it's made a tremendous difference in my life. I have avoided the telephone because my hearing loss is pretty bad and gets worse as I age. I also suffer from Tinnintus and it makes it impossible for me to carry a conversation on an amplified phone. I can hear the person speaking but cannot understand them clearly and as a result, must use the relay service.

Relay is a godsend to me. I value the service tremendously and thank the FCC for having the courage to mandate it. Now, I hope the FCC will once again have the courage to add CapTel to the relay services family.

For the first time in years, I now can use the telephone. CapTel makes it easy for me to understand what is being said on the other end. Even better, I can speak to the person directly and hear him respond. The captioning makes it possible for my word discrimination to be so much better.

I am one of the fortunate few who have the opportunity to get the CapTel unit as part of Ultratec's ongoing trial. I have been using the telephone for approximately two months now. I realized just how much I avoided the telephone over the years, when I first got the CapTel phone, I did not make any calls for almost 3 weeks. I had no reason to. I have managed to conduct my personal and business life entirely around the use of pagers, email, and if necessary, relay services. All to avoid the idea of calling someone and repeating "huh", "what", "could you say that again", and all those other tricks of getting people to repeat themselves over and over so I could figure out what they were saying.

No more with Captel. I can carry on a normal conversation for the first time in years! PLEASE make CapTel a relay service feature. It's helped me and I know thousands of other people will benefit from having this feature.

I strongly urge and encourage the FCC to consider the CapTel telephone as part of the relay service and that providers be reimbursed for implementing such service.

Thank you.

Sincerely,

Andrew J. Lange